

Public Service Commission of Wisconsin 2004 Annual Consumer Contact Information

During the 2004 calendar year, Public Service Commission (Commission) staff recorded 7,696 consumer contacts. These “contacts” include complaints, inquiries and opinions regarding Wisconsin utility providers.

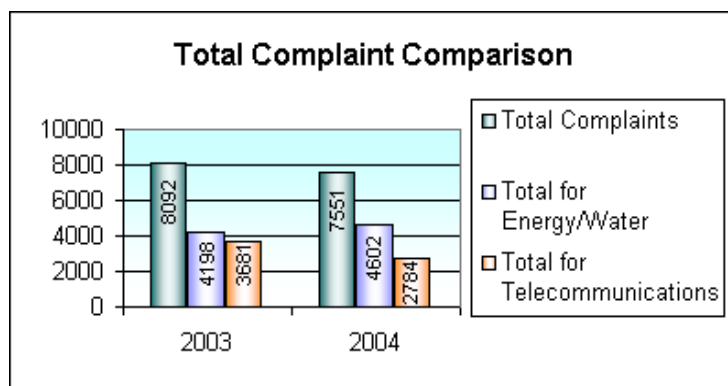
- Of the total 7,551 complaints filed by customers, 6,266 were coded as being “resolved to the customer’s satisfaction.”
- \$429,537 was recovered for Wisconsin consumers through the complaint mediation process.
- Commission staff made numerous educational presentations to both consumer and utility groups and distributed approximately 13,000 brochures and other educational materials.
- Commission staff prepared a fact sheet on disconnection of service in response to "Threat of Disconnection" being the top complaint category for both Telecommunications and Energy complaints. [Link to Fact Sheet.](#)

The 2004 Annual Consumer Contact Information includes charts and graphs which:

1. show the total number of complaints by industry
2. list complaint totals for specific companies
3. compare total complaints received for the past five years
4. compare total complaints received for specific companies and by industry for the past five years
5. show the total number of customers/access lines and complaints per customer/access line
6. lists the top 10 complaint categories

1. Total Complaints by Industry

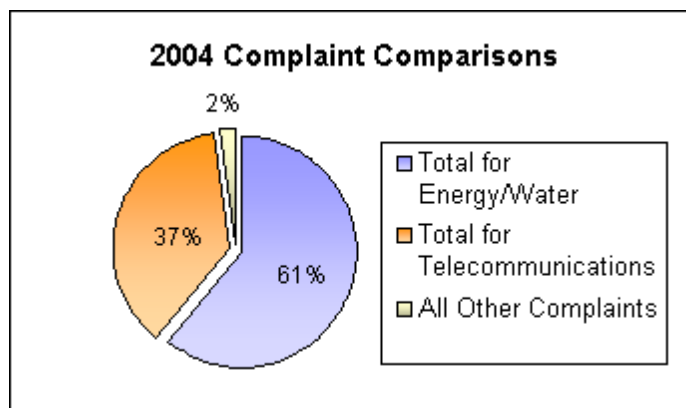
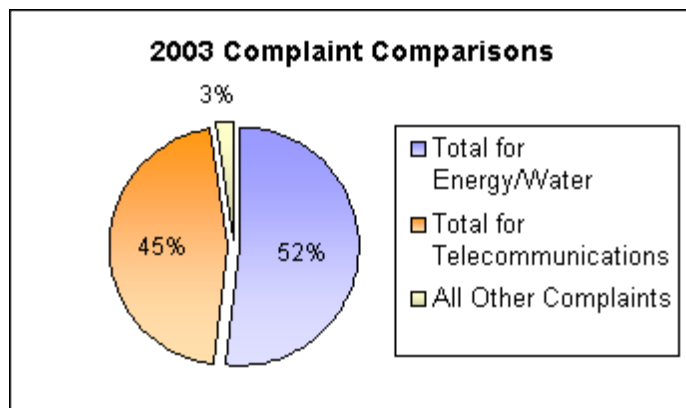
	2003	2004
Total Complaints	8,092	7,551
Electric	616	755
Gas	220	220
Electric & Gas Combined	3,203	3,482
Water	96	78
Electric & Water Combined	63	67
Total for Energy/Water	4,198	4,602
AEC	1,039	778
ILEC	2,013	1,577
RES	222	124
IEC	392	293
OTU	15	12
Total for Telecommunications	3,681	2,784
All Other Complaints	213	165



AEC – Alternate Exchange Carrier (Competitive provider)
 ILEC – Local Exchange Carrier
 RES – Reseller
 IXC – Interexchange Carrier (Long distance provider)
 OTU – Other Telephone Utility

2. Total Complaints for the Top Five Energy Utilities and the Top Ten Telecommunications Providers

	<u>2003</u>	<u>2004</u>
<u>Energy/Water</u>		
Madison Gas & Electric	168	135
Xcel Energy	111	90
We Energies	2,989	3,220
Alliant Energy*	451	460
Wisconsin Public Service Corporation	220	469
<u>ILEC</u>		
SBC Wisconsin	1,350	977
CenturyTel of Wisconsin	358	280
Verizon North	165	221
TDS Telecom	17	18
Frontier Communications	19	22
<u>AEC</u>		
TDS Metrocom	139	125
MCI WorldCom	492	257
AT&T Communications	11	342
McLeod USA	129	36
US Exchange**	37	20



*Alliant Energy is the holding company for Wisconsin Power & Light

** AKA: Choice One Communications

Energy – Electric and gas utilities

AEC – Alternate Exchange Carrier (Competitive provider)

ILEC – Local Exchange Carrier

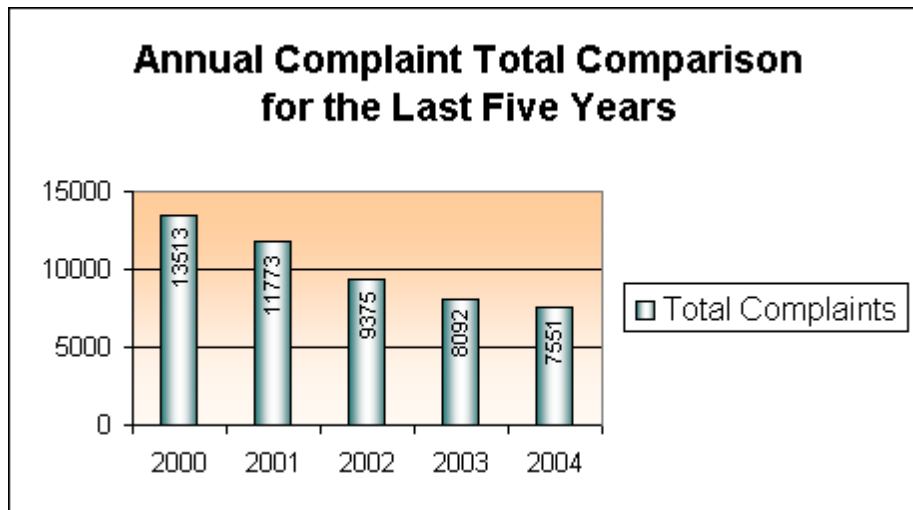
RES – Reseller

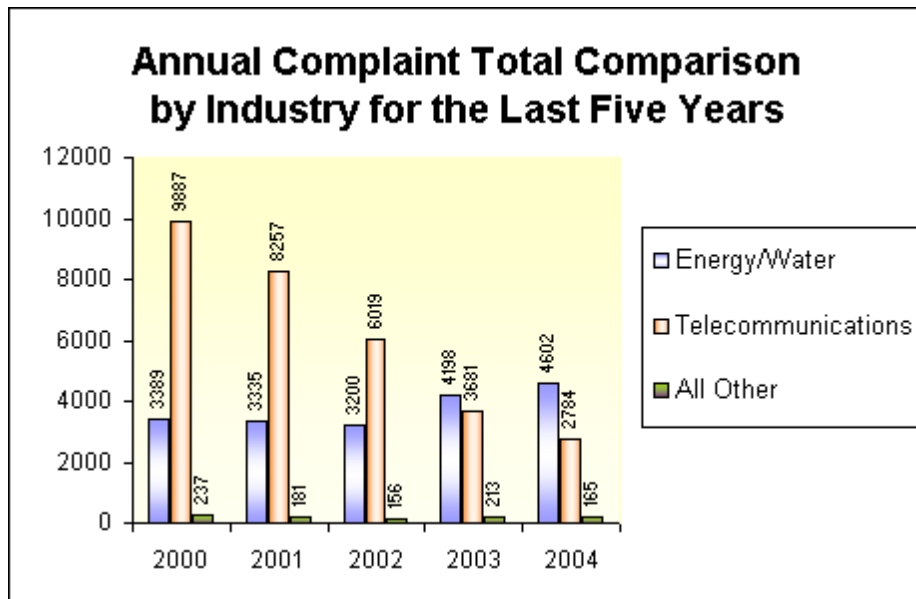
IXC – Interexchange Carrier (Long distance provider)

OTU – Other Telephone Utility

3. Annual Complaint Totals: Comparison for the Last Five Years

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Total Complaints	13,513	11,773	9,375	8,092	7,551
Electric	2,195	1,326	690	616	755
Gas	602	698	196	220	220
Electric & Gas Combined	346	1,074	2,108	3,203	3,482
Water/ Water & Sewer Combined	218	192	163	96	78
Electric & Water Combined	28	45	43	63	67
Total for Energy/Water	3,389	3,335	3,200	4,198	4,602
AEC	621	1,070	1,325	1,039	778
ILEC	6,821	5,239	3,699	2,013	1,577
RES	448	477	384	222	124
IXC	1,985	1,465	578	392	293
OTU	12	6	33	15	12
Total for Telecommunications	9,887	8,257	6,019	3,681	2,784
All Other Complaints	237	181	156	213	165





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4. Annual Complaint Totals by Industry: Comparison for the Last Five Years

<u>Energy</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Madison Gas & Electric	133	116	121	168	135
Xcel Energy	123	134	117	111	90
We Energies	1,775	1,635	2,125	2,989	3,220
Alliant Energy	290	504	310	451	460
Wisconsin Public Serv. Corp.	244	220	207	220	469

<u>ILEC</u>					
SBC	5,630	4,300	2,902	1,350	977
CenturyTel of Wisconsin	393	495	182	358	280
Verizon North Inc.	458	243	182	165	221
TDS Telecom			0	17	18
Frontier Communications			0	19	22

<u>AEC</u>					
TDS Metrocom				139	125
MCI Worldcom				492	257
AT&T Communications				11	342
McLeod USA				129	36
US Exchange*				37	20

* AKA: Choice One Communications

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5. Complaints Per 1,000 Customers/Access Lines*:

Telecommunications

	<u>Access Lines</u>		<u>Total</u> <u>Complaints</u>		<u>Per 1,000</u>		<u>Complaint %</u>	
	<u>2002</u>	<u>2003</u>	<u>2002</u>	<u>2003</u>	<u>2002</u>	<u>2003</u>	<u>2002</u>	<u>2003</u>
SBC/Ameritech	2,004,374	1,546,914	2,902	1,350	1.45	0.87	0.14%	0.09%
Verizon	410,019	393,926	182	165	0.44	0.42	0.04%	0.04%
CenturyTel	492,207	470,416	475	358	0.97	0.76	0.10%	0.08%
TDS Telecom	150,788	147,737	0	17	0.00	0.12	0.00%	0.01%
Frontier/Citizens	71,540	69,548	0	19	0.00	0.27	0.00%	0.03%

Energy

	<u>Customers</u>		<u>Total</u> <u>Complaints</u>		<u>Per 1,000</u>		<u>Complaint %</u>	
	<u>2002</u>	<u>2003</u>	<u>2002</u>	<u>2003</u>	<u>2002</u>	<u>2003</u>	<u>2002</u>	<u>2003</u>
We Energies	1,328,168	1,339,709	2,127	2,989	1.60	2.23	0.16%	0.22%
WPSC	483,746	491,021	208	220	0.43	0.45	0.04%	0.05%
Alliant	465,284	457,187	311	451	0.67	0.99	0.07%	0.10%
MG&E	170,903	174,621	121	168	0.71	0.96	0.07%	0.10%
NSP	236,632	240,306	118	111	0.50	0.46	0.05%	0.05%

Water

	<u>Customers</u>		<u>Total</u> <u>Complaints</u>		<u>Per 1,000</u>		<u>Complaint %</u>	
	<u>2002</u>	<u>2003</u>	<u>2002</u>	<u>2003</u>	<u>2002</u>	<u>2003</u>	<u>2002</u>	<u>2003</u>
Milwaukee Water	159,861	159,856	57	39	0.36	0.24	0.04%	0.02%
Madison Water	59,394	60,284	0	1	0.00	0.01	0.00%	0.00%
Racine Water	30,783	30,932	1	3	0.03	0.10	0.00%	0.01%
Kenosha Water	28,128	28,488	0	4	0.00	0.14	0.00%	0.01%
Green Bay Water	34,324	34,333	1	3	0.03	0.09	0.00%	0.01%

* Customer/access line information is filed as part of a utility's annual report. Information for 2004 is incomplete at this time but will be posted as part of this report when available.

6. Top 10 Complaint Categories for Telecommunications Providers and Energy/Water Utilities

Top 10 Telecommunications Complaint Categories

(This information includes ILECs, AECs, and RES only)

<u>Complaint Code Description</u>	<u>2004</u>
Threat of Disconnection	345
Disconnection for Non-payment	201
Billing After Service Cancellation	190
Initial Service Problems	143
Repair Service Problems	138
All Other Billing & Credit Issues	113
Change to Provider of Choice	113
Outage/Loss of Service	111
Payment Posting Issues	99
All Other Service Related	95

Top 10 Energy / Water Complaint Categories

<u>Complaint Code Description</u>	<u>2004</u>
Threat of Disconnection	1,701
Deferred Payment Agreement	1,223
Disconnection for Non-payment	903
Responsible Party for Billing	298
Initial Service Problems	190
Disputed Amount of Use	180
Deposit Dispute	152
Medical Exemption Issues	135
Backbilling	82
Budget Billing	75

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